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ABSTRACT

Arguing that the most effective method to help shy people develop essential social and communication skills is a modification of the way these people perform, this book proposes a system which includes skills training, cognitive restructuring, and systematic relaxation. The book's 12 chapters are as follows: (1) Understanding Communication Problems; (2) The Penn State University Reticence Program (contributed by Lynne Kelly); (3) The Problems of Problem Communicators; (4) Etiology of Communication Incompetence; (5) The Rhetorical Canons as a Basis for Pedagogy; (6) What Is Teachable: The Pedagogy of Social Discourse; (7) A Theory of Performance Modification; (8) Reducing Reifications to Behaviors; (9) The Instructional Model; (10) Improving Performance through Criticism; (11) Anxiety and Social Performance; and (12) The Milieu of Incompetence: A Quest for Order. An appendix presents an article entitled "Perspectives on Communication Competence" contributed by Rebecca B. Rubin. An extensive bibliography in two sections, citing references and listing works (with brief annotations) that influenced the book, is also included. (SR)

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